

**COMPUTER IMPLEMENTED SYSTEM FOR
HUMAN RESOURCES MANAGEMENT**
Inv. Katrina Dewar et al
S.N. 09/878,245

01/11

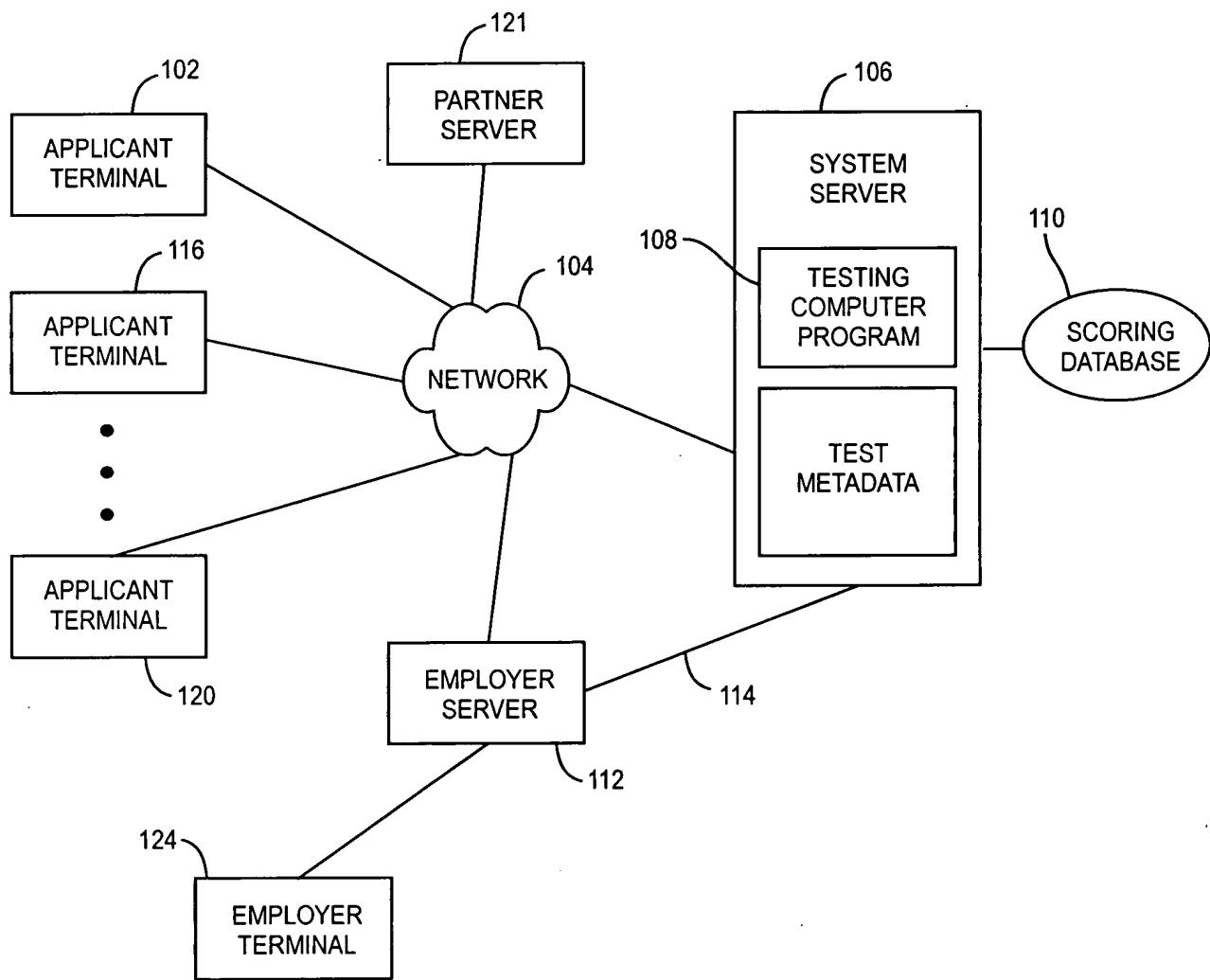
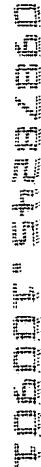


Fig. 1

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02/11

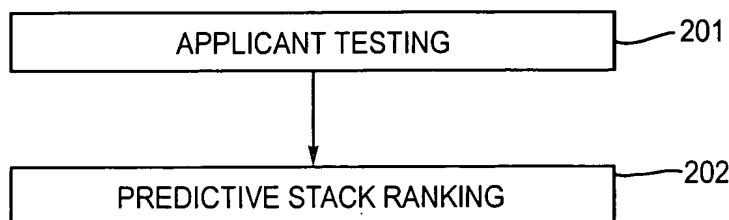


Fig. 2

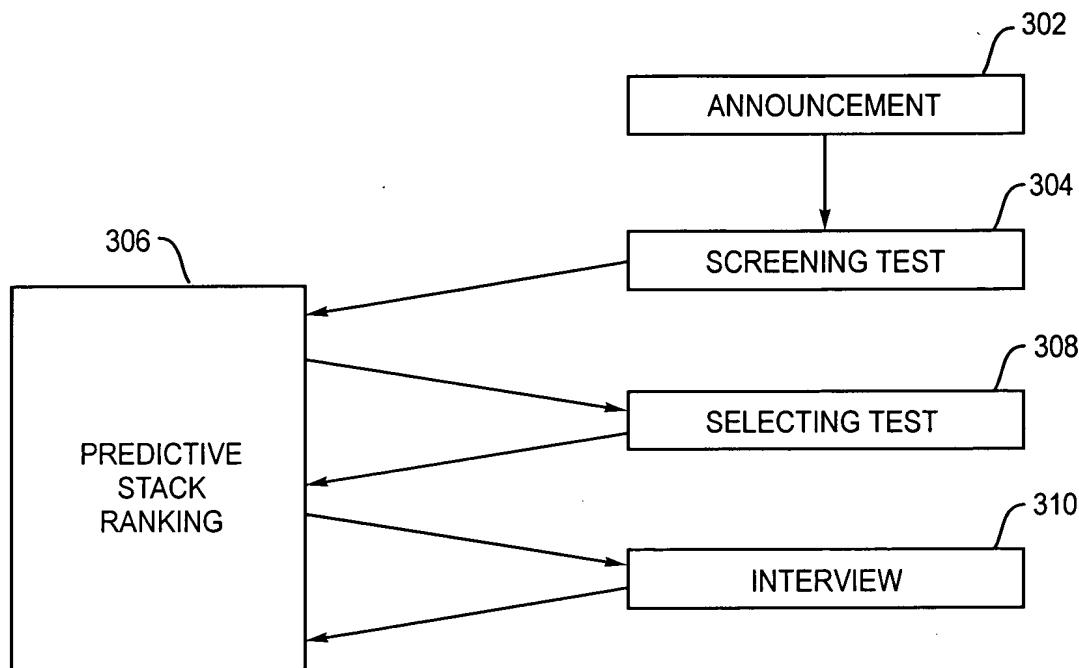


Fig. 3

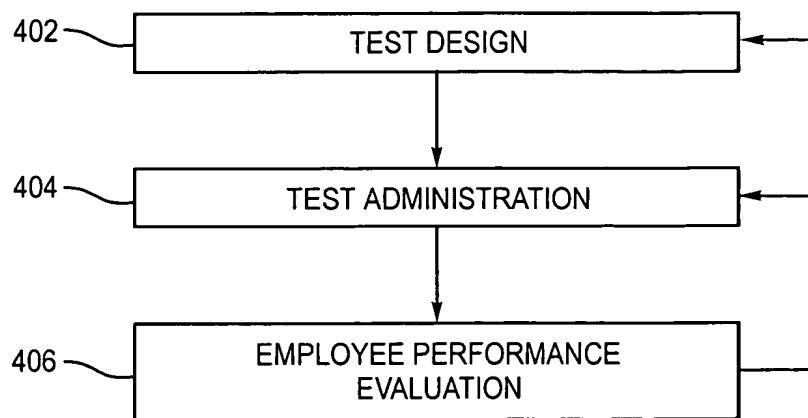


Fig. 4

03/11

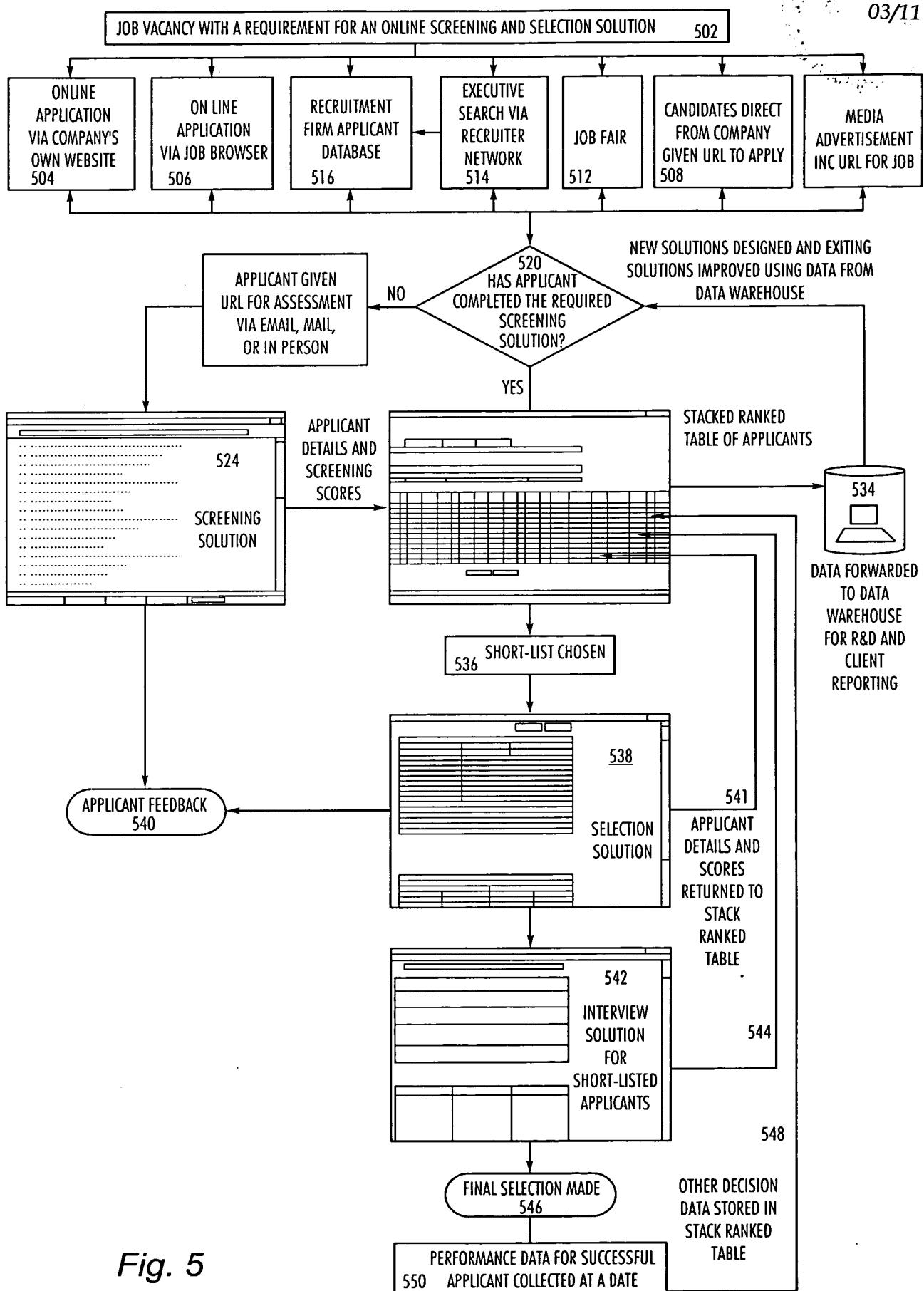


Fig. 5

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600

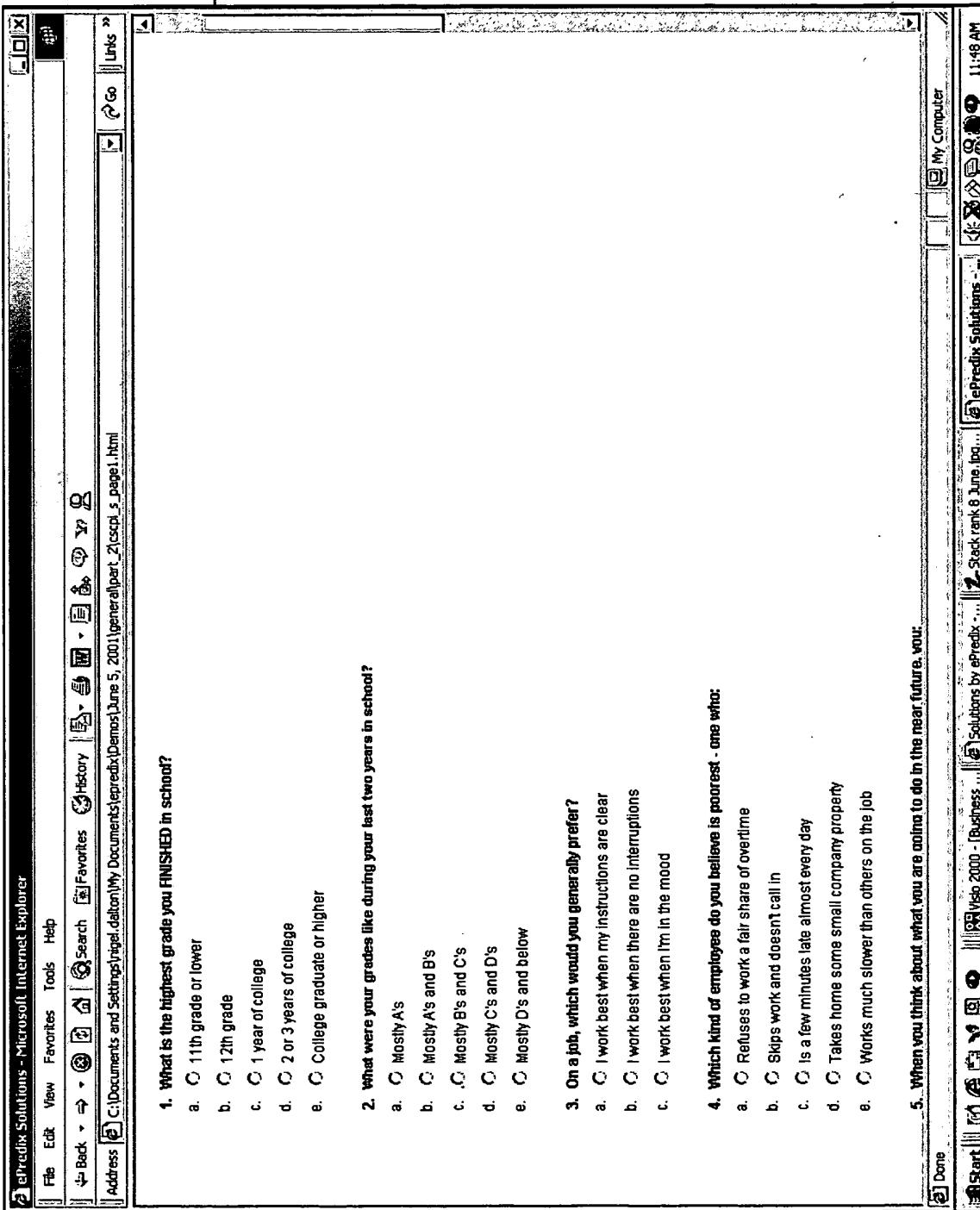


Fig. 6

**COMPUTER IMPLEMENTED SYSTEM FOR
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05/11

Job Title: Customer Service Associate											
Applicant Results			Job Title: Customer Service Associate			Interview Summary					
Date Posted:	5/25/00	View App.	704	706	708	All Results	750	732	728	703	724
View:	Screening Solution	Selection Solution	Phone Interview	Screening Solution	Phone Interview	All Results	750	732	728	703	724
Rank	Last Name	First Name	Date	App. & Work-Related Experience	Educational & Customer Service Orientation	Self-Confidence	Recommend	eScore	Customer Focus	Considerations-ness	Problem Solving
1	Jones	Katrina	05/26/00	OK	7	9	8	✓	7	8	7
2	Smith	Peter	05/27/00	OK	7	8	7	✓	7	8	7
3	Pace	Mary	05/25/00	OK	7	9	7	✓	7	8	8
4	Mitchell	Helen	05/25/00	OK	8	8	7	✓	6	7	6
5	Benson	Peter	05/24/00	OK	6	7	6	✓	6	7	6
6	Simpson	James	05/25/00	OK	5	7	6	✓	5	6	5
7	Russell	Jenny	05/26/00	OK	6	6	5	✓	5	5	5
8	Portosky	Daniel	05/25/00	OK	5	5	5	✓	5	4	4
9	Cedar	Jack	05/24/00	OK	4	6	4	✗	-	-	-
10	Miller	Richard	05/25/00	OK	4	5	4	✗	-	-	-
11	Peterson	Alex	05/24/00	OK	4	4	4	✗	-	-	-
12	Well	Arthur	05/25/00	OK	3	4	3	✗	-	-	-

Fig. 7

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06/11

Customer Contact		Today's Date	Account Number: 1226637
Name: Mary Q Public		5/07/2001	Telephone: 1-310-645-7878
Address: 18 E. Pine Avenue			
Date	Memo		
01/20/2000 Jan	CO, AB, 82	LT, AR, 23	
02/03/2000 Mar		CO, LY, PD, 93	
03/17/2000 Mar		CO, AB, LY, 76, 93	
01/05/2000 May	LT, AR, 45		
05/22/2000 May	CO, PD, 82		
06/18/2000 June	CO, AB, CA		
07/21/2000 July			

800

Time Remaining: 14:47

802

804

MEMO CODES	
LY : late payment dispute	AR : account past due courtesy call
AB : account balance inquiry	Z3 : unanswered telephone call
LT : send late payment notice	45 : telephone
CA : account closing	76 : customer change of address
CO : customer will make payment in 5 days	82 : sales call
PD : customer will make payment in 5 days	93 : customer requested supervisor

1. What is the total number of requests for account balance?

- C 0
- C 1
- C 2
- C 3
- C 4

804

RETAIL CUSTOMER PROMOTIONS INQUIRY		
Retailer Discount	Retailer Cash-back Bonus	Today's Date
Starting Date: 05/01/2000	Starting Date: 05/01/2000	5/02/2001

804

TERMS FOR RETAILER DISCOUNT		TERMS FOR RETAILER CASH-BACK BONUS	
Length of Program	60 days	Length of program	60 days
Minimum required purchase	200.00	Minimum required purchase	100.00
Retail discount rate	.05%	Retail cash-back rate	.025%

Fig. 8

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07/11

 Interview Guide:	<p>Customer Service Solutions: Call Center Positions - Revenue Focus</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">(Circle One)</th> <th style="text-align: center;">Below Average</th> <th style="text-align: center;">Average</th> <th style="text-align: center;">Above Average</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> </tr> <tr> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: center;">8</td> </tr> <tr> <td style="text-align: center;">9</td> <td style="text-align: center;">10</td> <td></td> <td></td> </tr> </tbody> </table> <p>1. Sometimes in our relationships with clients, we aren't able to give them everything they ask for. Tell me about a time you had to negotiate a give-and-take relationship with a customer.</p> <p>Situation: What was the situation? What did the client want that you could not provide?</p> <p>Behavior: How did the two of you reach an equitable compromise? How did the situation turn out? (Did you both get what you wanted?)</p> <p>Outcome: What was the outcome?</p> <p align="right"><small>© 2000 ePredix, Inc. All Rights Reserved.</small></p>	(Circle One)	Below Average	Average	Above Average	1	2	3	4	5	6	7	8	9	10		
(Circle One)	Below Average	Average	Above Average														
1	2	3	4														
5	6	7	8														
9	10																

 Interview Guide:	<p>Customer Service Solutions: Call Center Positions - Motivation</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Below Average</th> <th style="text-align: center;">Average</th> <th style="text-align: center;">Above Average</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> </tr> <tr> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> </tr> <tr> <td style="text-align: center;">7</td> <td style="text-align: center;">8</td> <td style="text-align: center;">9</td> </tr> <tr> <td style="text-align: center;">10</td> <td></td> <td></td> </tr> </tbody> </table> <p>Avoids learning opportunities; prefers to stay within the parameters of current position; rebels against suggestions by supervisor to take part in learning opportunities.</p> <p>Loses interest in a project easily; cannot or will not stick with the more time-consuming projects.</p> <p>Consistently fails to meet the most basic quality standards in work; does nothing to achieve or maintain high quality standards.</p> <p>Stops working when confronted with obstacles; is unconcerned with reaching objectives.</p> <p>Maintains momentum and sustains effort on projects, even when they require long hours of work.</p> <p>Considerately goes above and beyond what is expected to ensure the high quality of work; continually identifies and implements ways to improve the quality of work.</p> <p>Continues to work on a task and tries alternative approaches when confronted with obstacles.</p>	Below Average	Average	Above Average	1	2	3	4	5	6	7	8	9	10		
Below Average	Average	Above Average														
1	2	3														
4	5	6														
7	8	9														
10																

Fig. 9

08/11

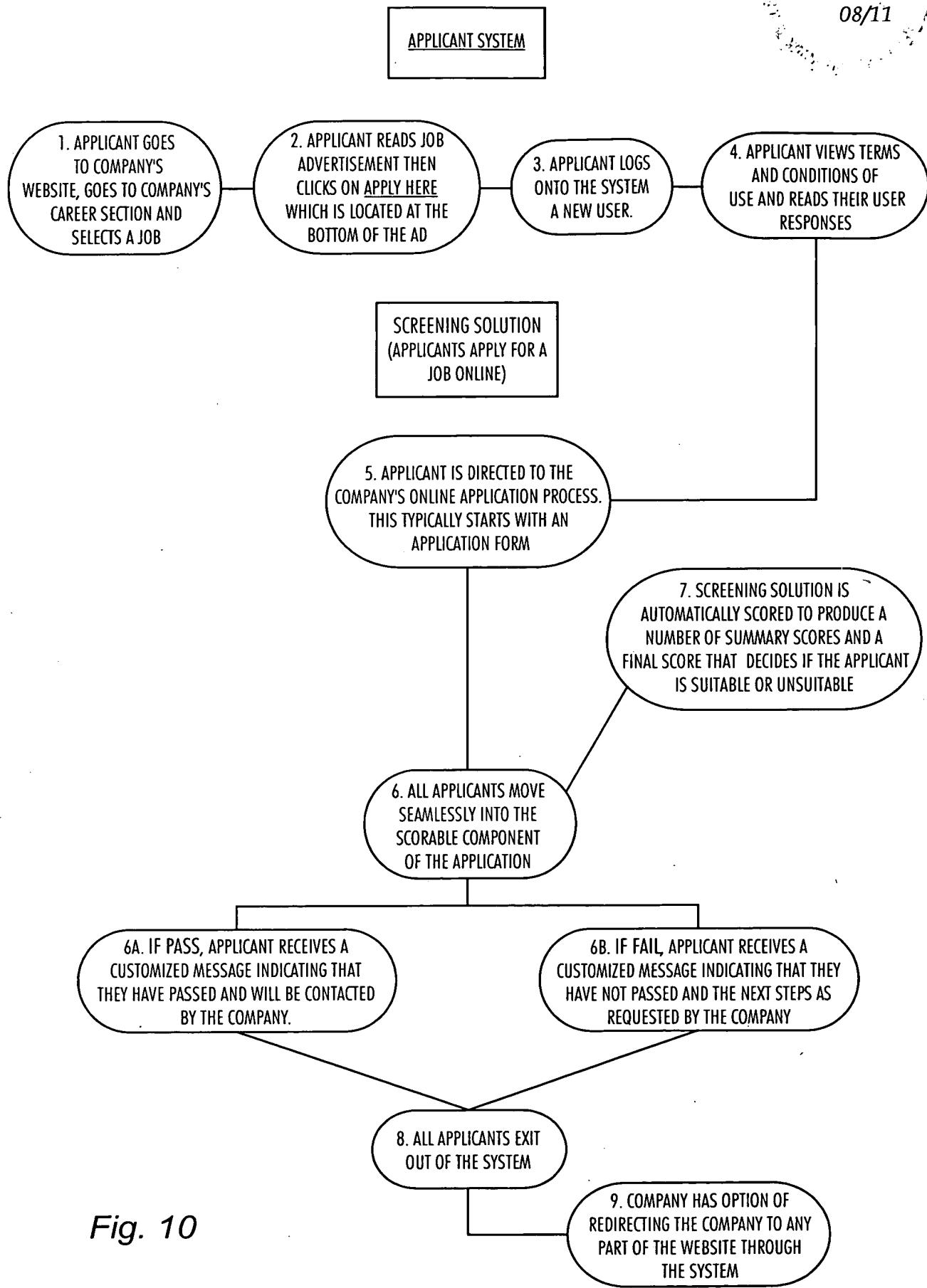


Fig. 10

09/11

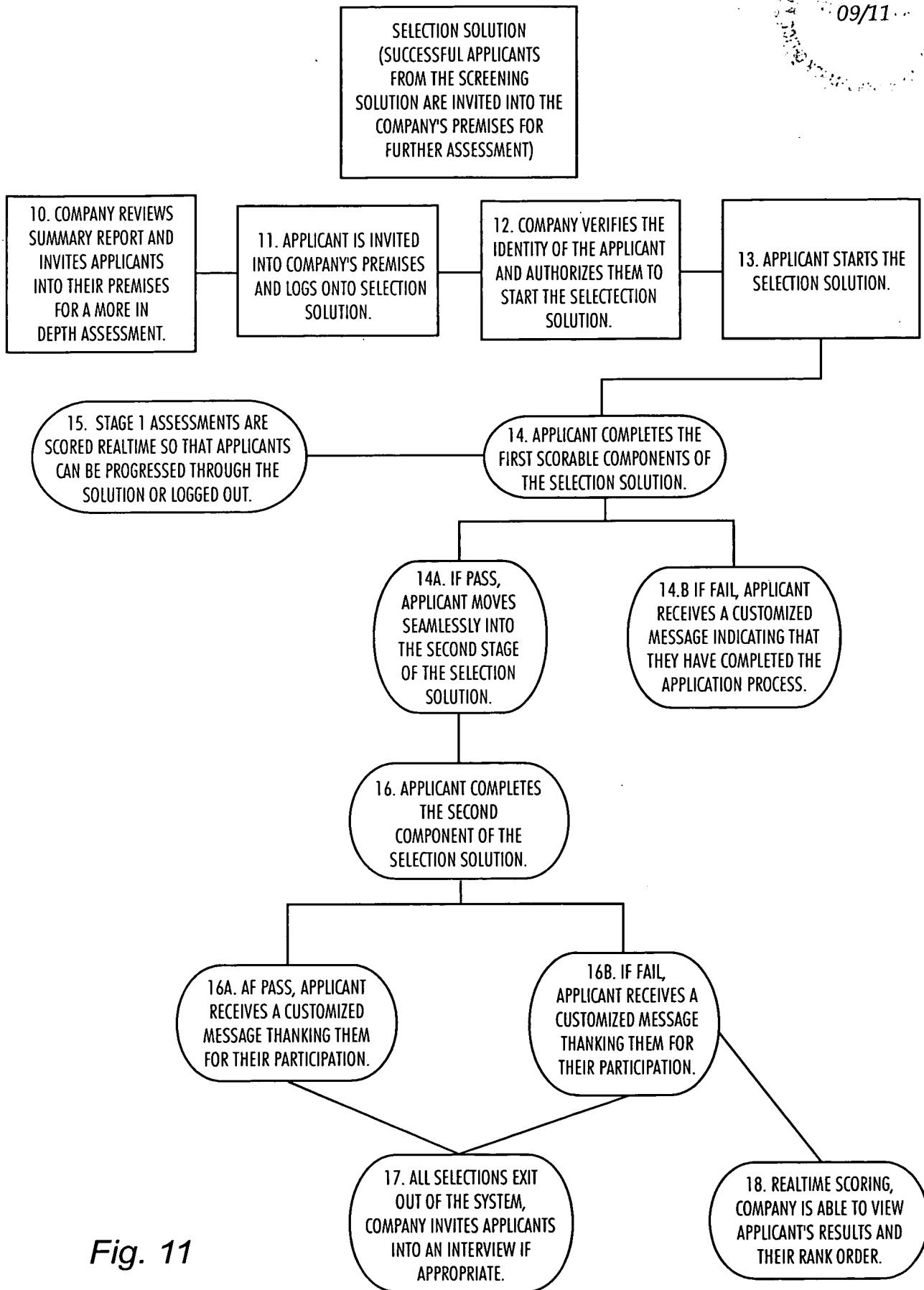
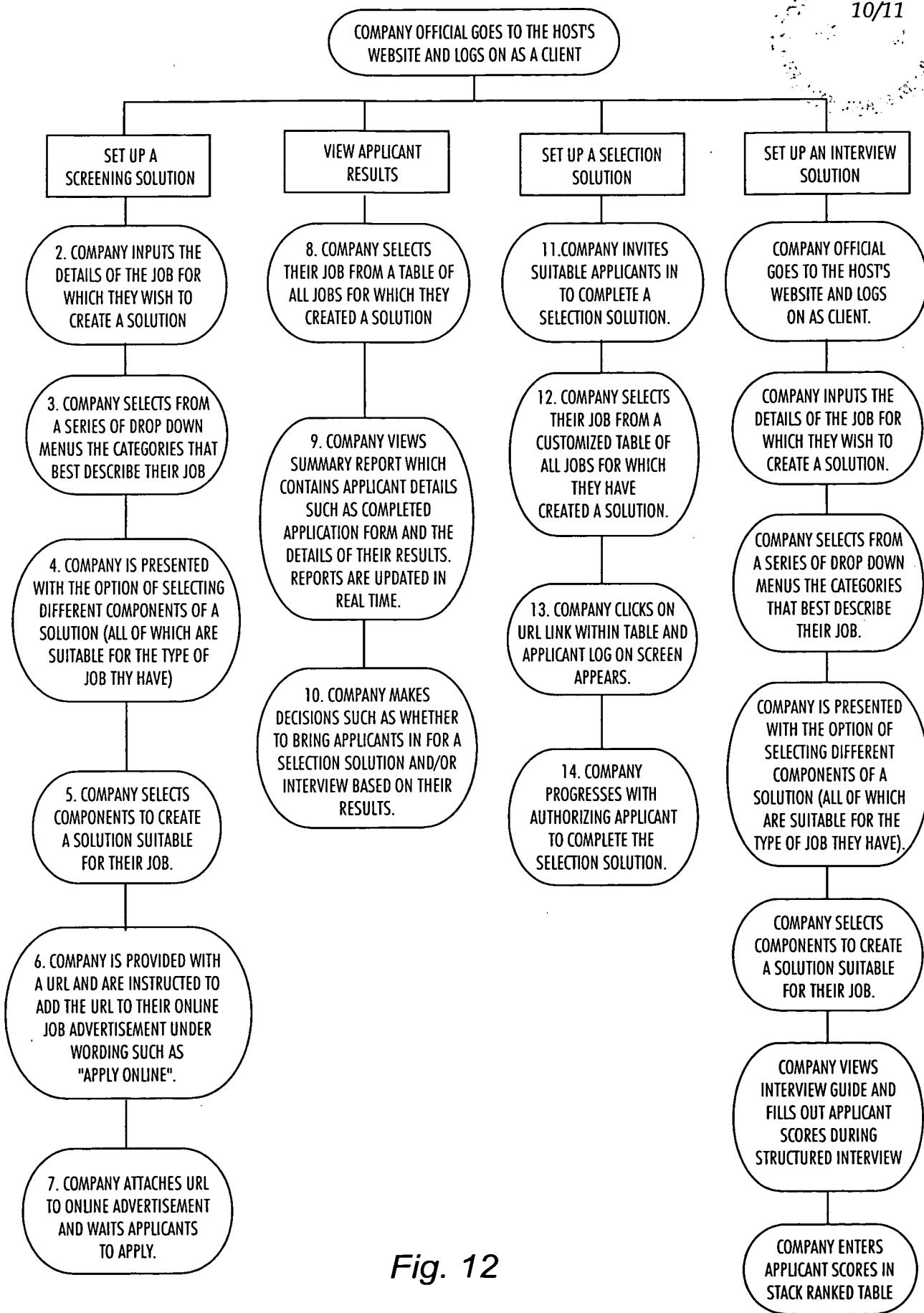


Fig. 11



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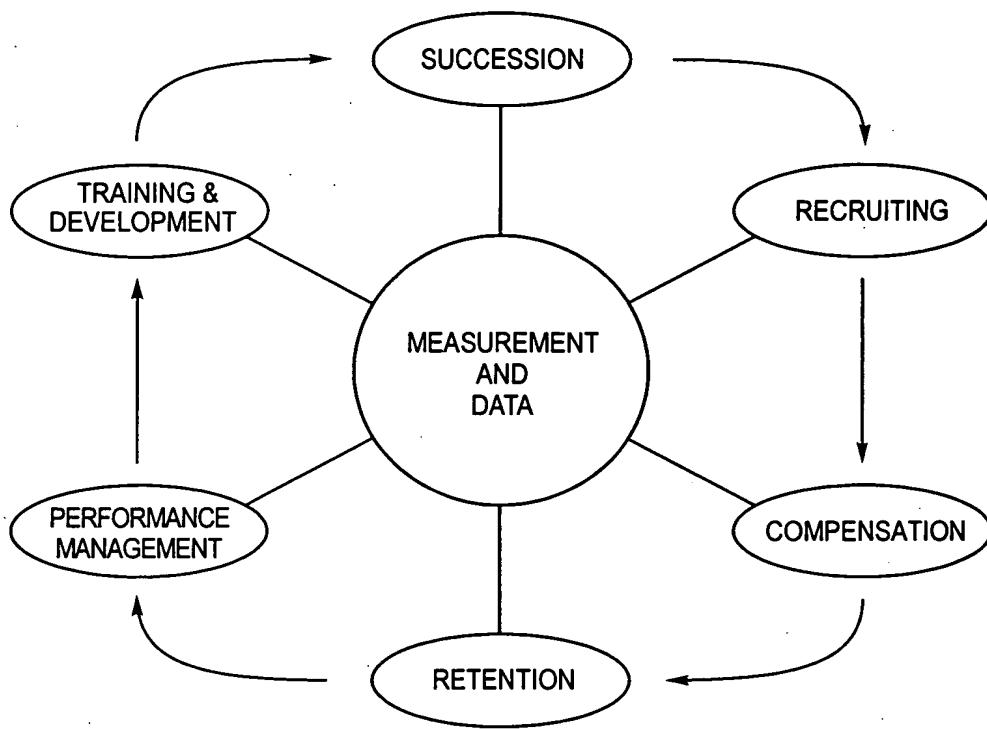


Fig. 13